Frequently asked Questions（Q&A）

1. Eligibility Requirements for Eligible Children

Q1. My working hours are until 3 pm, but because my child will be starting first grade next year. I wont be able to get home in time for the early dismissal in April and May. Is it possible to use the full year (Weekdays) service only during this period?
A1.As a condition for whole year (Weekdays) use, you must be working until 4:00pm or later therefore, if your working hours end at 3:00pm, you cannot use the service all year (Weekdays)

Q2. My wife does piecework at home. In this case, can she use after school child care club?
A2. After school childcare club are a system that provides care for children whose Parents are away from home. If you are doing piecework at home, This is considered to be childcare, so please consider providing childcare at home. However, If after consideration, you find it is absolutely impossible to provide childcare, please consult with the relevant department.

Q3.We live with Grandparents. My child is in the second grade of Elementary school and both Parents work. Grandparents works in the fields, so the house is often empty when my child comes home from school. In this case, can my child use an after- school childcare club?
A3. If Grandparents farming is only small home garden, childcare is considered possible and therefore, you cannot use after school childcare clubs. In that case, we ask that you make efforts to provide childcare at home such as finishing farm work by the time your child return home. However, if the Grandparents make a living from farming and childcare at home is not possible, you may use after school childcare clubs. In that case, please submit a Certificate of employment/Return to documents showing the area of your cultivated land.

Q4. The Father works from early morning until late at night and the Mother works part time from 9am to 1pm. In this case, Is it possible for the child to use an after- school childcare club during long holiday such as summer vacation or winter vacation?
A4. Yes it is possible. During long holidays such as summer and winter breaks, the condition for use is that likely to be away from home for work or other reasons afternoon. Since this condition is met, you can use the service.

Q5. Grandparents live in the same town, but they don’t live with us and their house aren’t next to each other. In this case, can we use the after school childcare club?
A5.Yes it is possible. However, please carefully consider whether childcare within your family is feasible.

Q6. My family runs a business and I work from an office located away from home. In this case, can we use after school childcare clubs?

A6. If childcare is available at the office after your child leaves school, you cannot use the after-school club. However, if childcare is difficult for you for three or more weekdays due to reasons such as the office being far from your home, you can use the service. In that case, please contact us to discuss your specific situation.

Q7. My family runs a business and our home is also our business premises. In this case, can we use after school childcare clubs?
A7.After- school childcare clubs are a system for looking after children whose Parents are away from home. In this case of a home that also serves as a business, it is assumed that a suitable environment for children to spend time at home is available, so we generally ask that you refrain from using the service. However, if there are circumstances that make it absolutely possible to provide childcare, please submit an application with a detailed written explanation of the situation.

Q8. Grandparents live with us or next door but they are elderly and it's a burden for them to look after our child. In this case, can we use an after- school childcare club?
A8. After school childcare clubs are a systems for looking after children from household where Parents are absent. If it is difficult for Grandparents living in the same household or nearby to provide childcare, please first discuss it with your family and try to provide childcare at home as much as possible. However, if there are circumstances that make it absolutely impossible to provide childcare at home, please submit a written application detailing the situation. For Grandparents under 75 years old, proof of the need for childcare will be required.

Q9. Mother is a stay at home wife, but she goes out almost everyday to take care for her own mother (Who lives separately) In this case, can my child use an after- school childcare club?
A9. You can use this service if you are unable to provide childcare for your child due to caring for your mother. Requiring you to be away from home for 15 days or more per month or 3 days or more per weekdays, after 4 pm(or after 12 pm if using during long holidays) In this case, please submit a documents detailing the circumstances that make it difficult to provide childcare at home. Depending on the circumstances, we may request supporting documents such as medical certificate or a copy of the care plan.

Q10. Wife is at home but she has a disability which makes it difficult for her to look after our child. In this case, can we use an after- school childcare club?
A10. We ask that you discuss this with your family and make every effort to provide childcare at home whenever possible. However, if home childcare is difficult due to a disability, please submit an application with a detailed written explanation of the situation. When applying, please also submit a copy of the disability certificate or other relevant documents.

Q11. Our Family consists of three people: Parents and one child. We are unable to pick up our child from the after-school childcare club by 6:30pm. The designated pick up time. In this case, can we still use the after-school childcare club?

A11. At the after-school childcare club, pick up by 6:30pm is a required for use. If you are unable to pick up your child by this time, They were not able to use the service. Please understand that strict adherence to the time is required for the smooth operation of the program.

Q12. The Mother is pregnant. Will she need to leave the after-school childcare club 8 weeks after giving birth?

A12. If eight weeks have passed since childbirth and you are at home on maternity leave, you will be required to leave the facility at the end of the month. However, if you return to work immediately after childbirth, you can continue to use the facility. If you submit an employment certificate proving your intention to return to work.

Q13. What does “There are obstacles to the management and operation if the club or to the guidance of daily life” Mean in the terms of use? Also, what does “Unable to provide childcare due to physical weakness,etc” mean?

A13. “Actions that hinder the management and operation of the club or the guidance of daily life” refers to actions that disrupt group activities. Specifically, this includes actions such as not following club rules, not listening to instructor’s instructions, or injuring other children. Since the club is operation on the basis of the group activities, if a child continues to act independently, instructors may have to focus entirely on that child and there is a risk that the safety of other children cannot be adequately ensured.,”Unable to provide care due to physical weakness, etc.” Refers to a state in which it is extremely difficult for a child to participate in club activities within a group setting. For example, this would be include situations where a child has health problems such as frequently collapsing, requiring constant assistance and making it impossible for instructors to take their eyes off them.

Q14. What does ※3 care that meets the necessary requirements for a child to live safe at home,etc.,”As stated in the terms of use refer to?

A14. This refers to the provision of basis care necessary for a child to stay safe at home. Specifically, it means a situation where Parents or Guardians can watch over the child, check on the child’s well being when the child complains of illness, injury, etc, and respond to certain requests. However, this do not include constant playtime of teaching.

Q15. What procedures should I follow if my Family situation or job changes during the Fiscal year?

A15. Please take the necessary steps depending on the situation below

If your work place changed

Please have your new employer prepare an Employment Certificate and submit it.

If you changed your employment status or resign

If you no longer meet the requirements for using the club, please immediately contact "Minokamo City after-school childcare club" Please submit cancellation/change notification"

If your household composition or address changed

If your household composition or address changed due to marriage, divorce,another reasons, please resubmit it your application form.

If the number of employee increase due to marriage or cohabitation with partner

Please also submit the Employment Certificate for any new employee.

2. Location and Capacity

Q16. If each club reaches it's capacity, will it be impossible to use it further?

A16. Each club has a capacity limit to ensure the safe care of children within a limited space. If the number of the applications exceeds the capacity, we will contact applicants in order based on their grade level, family circumstances and working hours.

Q17. Does the enrollment capacity remain the same during long holidays such as summer vacations?

A17. The capacity may be temporarily increased if it is possible to use other classrooms within the school

Q18. My child attend Kamono Elementary School. Which club will they be enrolled in the Children's club or the Kamono Elementary School club?

A18. Children are not assigned to specific clubs based on district or grade level. Instead, approved children are divided into the children's club and the Kamono Elementary School club to ensure an even distribution of grade levels. Therefore, You cannot specify your preferred club when applying. If your child is already enrolled in one of the clubs, they will generally be assigned to the same club the following year.

Q19. If a child attends Miwa Elementary School under small scale special admission system, which club will they be enrolled in?

A19. If your child attends Miwa Elementary School, they will use the after-school children's club in the Ibuka Elementary School district. Miwa Elementary School and Ibuka Elementary School districts jointly provide childcare. After classes end, Children will be transported to Ibuka Elementary School by school bus, so please pick up your child at Ibuka Elementary School.

3. Plans and Childcare fees

Q20. Can I change my plan mid-year?

A20. You can change your plan. If you wish to make a change, please submit the “After-school childcare club use (Cancellation/Change) Notification form” by the 20th of the previous month. Online Application are also available, so please feel free to use this service.

Q21. I have applied for whole year use (Monday~Friday ①) But I suddenly have work coming up and would like to request for just one day, Saturday.
A21. Saturday use for only one day is not permitted, in case of urgent circumstances, please utilize local services such as “Family Support” also, if you anticipate having to work on Saturdays in the future, please submit a new “After-school children’s club use (Cancellation/Change) Notification” by the 20th of the previous month and apply for a change in your usage cathegory.

Q22. I am single Mother. Am I eligible for a reduction or exemption of childcare fee?
A22. You cannot receive a reduction in childcare fees simply because you are single Parent family. Childcare fee reductions are available only to families receiving public assistance, families receiving educational assistance (Quasi-protected) or families exempt from resident tax. A separate application is required when using educational assistance, so please refer to the relevant office for details.

Q23. Can I pay childcare fees at convenient store?
A23. Payment can be made at convenience stores using the payment slip. Please contact the relevant department for details.

Q24. If I am unable to complete the procedures for changing my plan or withdrawing my child by the 20th of the previous month and the deadline has passed, will I still be charged the childcare fee for the following month?
A24.Please complete the procedure by the 20th of the previous month as a general rule. Childcare fees are calculated on a daily basis, so the fee will be determined based on the number of daily used. (Whole year plan) Please contact the relevant department for details.

Q25. Will I still be charged childcare fees even if I don’t use the service even once?
A25. Even if the service is not used, if the “Cancellation Notice” procedure has not been completed and the child is still enrolled in the club, childcare fees will be charge. Therefore, please promptly complete the cancellation procedure if you no longer plan to use the service.

Q26. I told the support staff that I would be cancelling my child’s after-school childcare club attendance. I will not be using it. In this case, Is the cancellation process complete? Will I still be charge childcare fees?
A26. Simply informing the support staff at each club that you wish to cancel is not sufficient to complete the cancellation process. The cancellation process is only complete when a

cancellation form is submitted to the City. If the cancellation process is not officially completed, childcare fees will still be charge.

Q27. Do you offer daily rate calculations for childcare fees?
A27. Childcare fees are calculated on a daily basis only in cases of enrollment or withdrawal mid-month. Please contact the relevant department for details.

Q28. The automatic bank transfer fails due to insufficient funds in the account, will the childcare fee be deducted together with the following months fee?
A28. Account transfers are made only once a month at the end of the month. If the transfer fails, a reminder notification will be send at the following month. Please make the payment at the City Hall counter or financial institution using the reminder notice you receive. Also, to prevent account transfer failures, please ensure that sufficient funds in your account.

Q29. Where can I register for automatic bank transfer payments?
A29. Please complete the direct debit registration procedure at the counter of the financial institution where you wish to receive the direct debit. Please note that this is separated from the direct debit registration procedures conducted at the Elementary school, so you will need to register your account for the after-school childcare club directly at the financial institution.

Q30. Is it possible to change the bank account registered for automatic bank transfer to a different account?
A30. You can change your account. Please register again at the counter of the financial institution where you wish to register the new account.

4. Opening hours

Q31. My work finished at 4:30 pm and I get home by 5:00 pm. Is it possible to have my child looked after work until 6:30 pm.
A31. The club is open until 6:30 pm but we ask that you pick up your child as soon as possible after work. We also ask that you refrain from using the club on days and time when you are able to provide childcare at home in order to help maintain a suitable childcare environment.

5. Question and Answers regarding After-school childcare clubs

Q32. What should I do if I cannot pick up my child by 6:30 pm?
A32. As a general rule, please pick up your child by 6:30 pm. If you are unable to pick up your child by 6:30 pm, Please arrange for someone else to pick them up such as relatives (18 years old or older), a friend or a transportation service. For example, you can use local service such as family support to arrange for someone else to pick up them up. In that case, please be sure to contact the club. Please note that if it is determined that situations making it difficult to pick

up your child by 6:30 pm occur on a regular basis, we may consider discontinuing your child's use of the service. We appreciate your cooperation in ensuring the fair operation of the club.

Q33. If there is a school visit day on Saturday and the following Monday is a substitute holiday, will the club be open?
A33. Generally, on school holidays that are designated as substitute holidays, we will provide "Full day childcare" from morning until evening. However, details may vary depending on the club so please contact the club directly to specific information on their operating status.

Q34. Is it possible for siblings who attend the same elementary school (Elementary school, High school or University) to pick up their child?
A34. It cannot pick up by anyone under 18 years of age. If you have unavoidable circumstances, please contact with the person in charge.

6. Application period, required documents, submission location,etc.

Q35. Is it first come, first served for use of the after-school childcare club?
A35. For application submitted during the new academic year application period (December 14,2026 to January 15,2027) permission to use the facility will not be granted on a first come, first served basis. Applications will be reviewed fairly. However, for applications submitted after the new academic year application deadline, permission to use the facility will be granted based on factors such as a "Grade level, family circumstances, working hours, etc."

Q36. Can students entering 5th or 6th grade apply?
A36. Students in grade 1 through 6 in elementary school district are eligible to apply.

Q37. If I didn't apply within the application period for the new fiscal year or if I forgot to apply, will my application still be accepted?
A37. Applications are accepted at any time. However, for applications submitted after the start of the new academic year, priority will be determined based on factors such as grade level, family circumstances and working hours and permission will be granted accordingly. Also, if the number of applicants during the start of the new academic year exceeds the capacity, you may be placed on a waiting list. Please prepare in advance so that you can apply smoothly with all necessary documents ready.

Q38. I will be starting a new job partway through the academic year. Can I still sign up for the club?
A38. Applications can be submitted at anytime. We will check the availability of the club you wish to use and if they able to accommodate you, you will generally be able to start using the facilities from the month following your application. However, if the club is already full and we

are unable to accept you, you will have to wait until you start using facilities. For details, please contact the relevant department.

Q39. If I apply for admission midway through the academic year, will I be able to use the service immediately?
A39. It is unclear whether it will be available immediately. The application deadline each month is 20th. After the 20th, we will check the availability at the club you wish to use and if it is possible to accept you, you will generally be able to start using it from the month following the month in which you applied. However, if it is already full and we are unable to accept you, you will have to wait until you start using it.

Q40. Can I apply by mail?
A40. We do not accept applications by mail. However, online applications are available so please use this service. Please note that if there any deficiencies or missing documents, the application date will be the date on which all necessary documents are completed.

Q41. Can I have the application form mailed to my home?
A41. We do not accept applications by mail. Please obtain an application form directly from your club or the relevant department or download it from the City's website. If you have any questions, please contact us.

Q42. I am currently unemployed but I have a job offer starting in April. What should I do if I cannot submit a Certificate of Employment?
A42. Please have "Planned Employment"written on the Employment Certificate and request that prospective employer issue the certificate. Please attach this certificate to your application form and submit it. Applications cannot be accepted if an employment certificate is not submitted

Q43. I am currently on Maternity leave and cannot use the club, but I plan to return to work on June 1st. In that case, I would like to use the club from June 1st. How should I apply?
A43. Please have your employer prepare a Certificate of Employment clearly stating "Schedule to return to work on June 1st" attach this certificate to your application and submit it.

Q44. I have previously set up automatic bank transfer when I used the club. Is it possible to check with bank account is registered?
A44. If you have used the club before, you may be able to find the account from which the transfer was made in the transfer entry section of your bank passbook. If you are still unsure, please come to the counter of the relevant department and we will check for you. When you come to the counter, please be sure to bring a form of identification (such as driver's license or passport.

Q45. I am currently unemployed and plan to find a job by around March. Can I apply within the application period?
A45. If you are employed (Including having a job offer) at the time of application, you can apply. However, If your employment status is undecided (based on the wishes or plan of guardian), we cannot accept your application. Please apply after you have received a job offer. Single parent families can apply even if they are currently unemployed. For more details, please contact the relevant department.

Q46. Is it possible to apply for the summer vacation during the school year? What is the deadline for applications?
A46. Applications for summer vacation during the school year are accepted. The final application deadline for summer vacation use is June 20th.

7. Decision on admission

Q47. Do you know when it will be available?
A47. Applications submitted within the application period for the new school year will be reviewed after the application period ends. Those whose applications are approved will receive a “Minokamo City after-school children’s club usage permit” by mail around the end of February. Those who are placed on the waiting list will also be notified by mail around the same time.

Q48.If I am placed on waiting list, will the order of waiting be determined by lottery?
A48. The waiting list order will not be determined by lottery. We will make the decision by taking into account the circumstances of each household, while also referring to notifications from the Ministry of Health, Labor and welfare regarding “Priority use”.

Q49. If I am placed on the waiting list, will the decision on which club to use be made on a first-come, first served basis if there is a availability at another club?
A49. Each club is intended for children attending that specific school district, therefore, children from other school districts cannot use these clubs. We generally do not accept children from other clubs.

Q50. If my status is waiting, “When it will become available for use?
A50. We cannot give you an exact date for when it will be available. We are constantly coordinating with the club and will process requests as soon as they become available. Please wait and we will contact you as soon as it becomes available.

8. Regarding insurance enrollment

Q51. Is there a separate insurance premium required to purchase accident insurance?
A51. The service provider will handle the procedures for enrolling in the accident insurance, Therefore, users will not be changed any additional insurance premiums.

9. How to fill out the application form

Q52. In the “Parent/Guardian Name” field, should I write the father’s or the Mother’s name?
A52. In the Parent/Guardian Name field, please enter the name of the recipient of the child allowance wherever possible. However, if you have used the club before, please enter the name as the parent/guardian name you entered in your previous application. Please note that if the parent/guardian changes, you will need to register the bank account for debit payments again.

Q53. How should I fill in the “Desired Start Date” field? Please explain how to fill it out each plan:①・①′・②・②′ (whole year use),Plan ③・④ (summer vacation only) and Plans ⑤・⑥ (Long vacation period) Please note that We don’t yet know the start date of the summer vacation.
A53. In the “Desired Start Date” field please enter the specific date on which you would like to start using the service. An example is shown below.

・Whole year (Plan①・①′・②・②′) and spring, summer and winter holiday plans (Plan⑤・⑥)
(Example)　April 1, 2027, April 8,2027
The fee will be calculated on a daily basis, so please enter the date you actually start using the service.

・Summer holidays only (Plan③・④)
(Example) July 21,2027
If you are unsured of the details, we recommend contacting the relevant department or double-check the information after filling out.

Q54. Who should I write in the “Person coming to pick up” section?
A54. Please fill in the name of the Parent/Guardian who will primarily pick up the child or any other family member responsible for picking them up. If someone other than a family member will be picking up the child, please consult with the club in advance. However, in principle, individuals under 20 years of age are not permitted.

Q55. Why it is necessary to fill in information about Grandparents who live separately on the application form? Also, If they live in the City, are they illegible to use the club?

A55. Information about Grandparents who live separately is required to ensure that applicants can properly utilize the after-school childcare club. Even if they have different addresses, they may actually live adjacent to each other, in which case documents such as employment certificates for the grandparents will be required. Application are also possible for the entire family to provide childcare and only apply of childcare is not feasible.

Q56. Are there are any points to be aware of when filling out the application form?
A56. Please note the following

Ballpen when filling out Please use a black or navy blue ballpen. (Pens that can be erased with heat, such as frixion pens are not permitted)

Confirmation of your desired plan Please check that the information have entered is correct, If any corrections are needed after submission, please contact us immediately. Please note that if you change your plan after the admission screening, you may be placed on a waiting list.

Regarding document deficiencies If there are any deficiencies in the submitted documents, you maybe asked to return to the office or submit additional documents. The review will be conducted once all documents are complete. Please review the contents before submitting. If you have any questions about how to fill out the application form or the required documents, please do not hesitate to contact the relevant department.

10. Regarding the check list of points to note

Q57. I don't see any intention to promote the use of after-school childcare clubs. What is the reason for needing to review this check list?
A57. The check list is provided to help you reconsider whether using the after-school childcare club is truly necessary and to help you confirm important points to keep in mind when using the service. It is necessary to ensure the proper operation of this program so we ask for your understanding and cooperation.

Q58. Do I need to keep the check list?
A58. You are not required to keep these documents. However, your understanding and cooperation are necessary for the smooth operation of the project. The data is posted on the City's website so please keep if necessary for check as needed.

11. About online applications

Q59. Please tell me about the online application procedure and what is required.
A59. The procedure for submitting an online application is as follows.

1. **How to access the input form**
   Please scan the the QR code printed in the November newsletter or user guide with your smart phone or access the information from the after-school children's club guide for fiscal

year 2027 “On the City’s website.

2. **Submitting the entered information and documents**
   Please follow the instruction on the input screen and enter the required application details. Then attach images of necessary documents such as your Employment Certificate and submit the form.
3. **Note**
   ・During the review process ,if the attached images are unclear or missing, we may ask you to resubmit the documents. Please be sure to keep all documents used in your applications such as your employment certificate in a safe place even after submitting your application.
   ・Once submitted, applications cannot be corrected. If there are any errors in your applications, please contact the relevant department.

Q60. What are the difference between traditional paper based applications and online applications?

A60. The required documents for application are the same as for traditional paper applications. Even if you choose to apply online, this document preparation process is the same, so please check in advance.

＜Inquiry＞
Minokamo City Health and Children’s Department Childrens Future Division
Number：0574-25-2111（Extention387）